



Abrigo introduces Customer Hub to connect customer intelligence across financial crime investigations

New capability within Abrigo's Financial Crime platform gives BAM+ and Abrigo Fraud Detection users a unified view of customer activity and risk

Raleigh, N.C. – October 20, 2026 – Abrigo, a leading provider of compliance, portfolio risk, lending, data, and AI solutions for financial institutions, today launched Customer Hub, a new capability within its financial crime platform. Customer Hub helps financial institutions investigate potential financial crime through its unified view of customer relationships, activity, and risk. It brings customer, account, transaction, alert, case, SAR, CTR, fraud, scan, and risk data together across BAM+ and Abrigo Fraud Detection, enabling analysts to build a clearer picture without piecing information together across pages and systems.

Fragmented information can slow financial crime investigations and make it harder to identify relevant connections. In ACAMS' 2026 Global AFC Threats Report, 52% of respondents identified outdated data and legacy IT systems as posing a high or very high risk to their financial crime programs.

"Financial crime rarely happens in isolation. The most important clues are often small details documented in a customer's account information and transaction history," said Jay Blandford, CEO at Abrigo. "Customer Hub brings that context together in one place, helping financial institutions investigate faster and make more informed decisions."

Customer Hub's universal search bar helps analysts find customer information from anywhere within the platform and review it in one workspace, with details accessible without leaving the page. An interactive relationship map reveals connections between customers and accounts, while a Flow of Funds visualization helps track money movement for wire transactions. Risk rating trends and contributing factors show how customer risk changes over time, helping investigators build a more complete picture.

Since Customer Hub is available across the Abrigo Financial Crime platform, AML/CFT and fraud teams can work from the same comprehensive view of the customer relationship. This helps institutions connect AML and fraud activity, reduce siloed reviews, and bring relevant context into investigations.

“The look and feel of Customer Hub is modern and streamlined,” said Amy Ely, AML/CFT Officer at Gulf Capital Bank, who participated in Customer Hub’s beta testing. “I look forward to using it more!”

Customer Hub will be available to Abrigo-hosted customers as part of the financial crime platform. Existing hosted customers will receive the feature in waves over the coming months, while all new hosted customers will have access upon implementation.

About Abrigo

Abrigo offers a trusted, AI-powered intelligence platform for U.S. banks and credit unions. Drawing on more than 25 years of banking expertise, Abrigo brings together data, workflows, and software across lending, financial crime and compliance, portfolio risk management, banking intelligence, and customer relationship management. More than 2,400 institutions rely on Abrigo to make informed decisions, drive growth, strengthen customer relationships, manage risk, and serve their communities.

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